



# Supplier Portal User Guide

## Solicitations



This step-by-step guide will review how to view solicitation, create solicitation responses, acknowledge amendments and view response history.

If you need assistance please contact [suppliersupport@chattanooga.gov](mailto:suppliersupport@chattanooga.gov) or (423) 643-7230.

## Table of Contents

---

View Solicitations .....	3
Create Solicitation Response .....	16
Overview .....	17
Requirements .....	18
Lines .....	19
Send Message to Buyer.....	19
Read Message from Buyer.....	21
Reply to Message .....	23
Validate .....	26
Acknowledge Amendments .....	28
View Response History.....	35
Supplier Portal Support.....	37

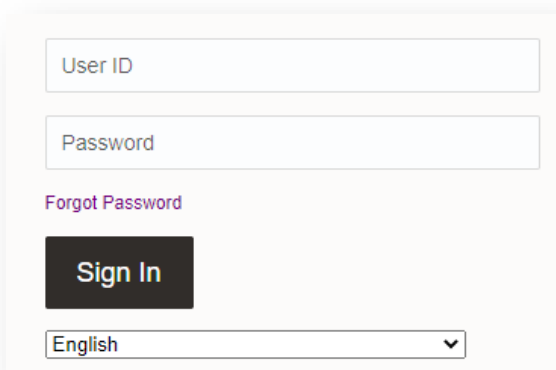
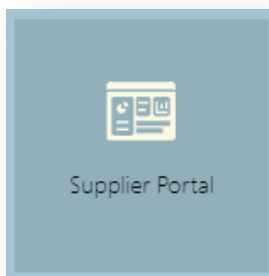


## View Solicitations

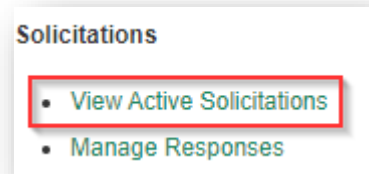
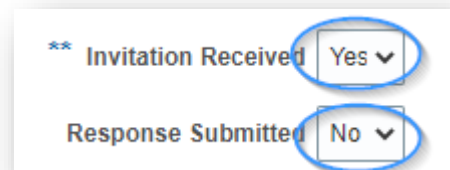
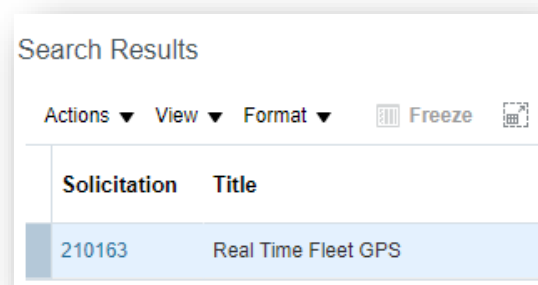
**Role:** Supplier Bidder, Supplier Sales Representative, Supplier Accounts Receivable Specialist.

**Objective:** By completing this topic, you will learn how to view solicitations.

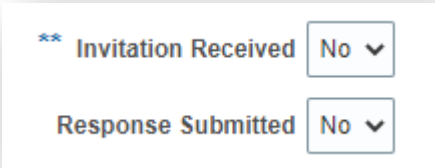
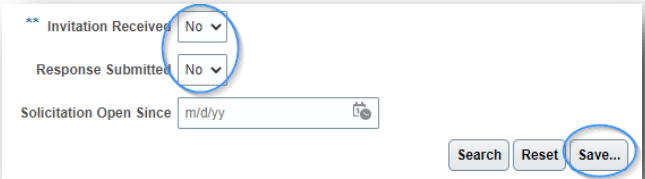
**Navigation Path:** Home Page > Supplier Portal

Step	Step Description	Navigation Hint
1.	Log into <a href="#">Supplier Portal</a> .	
2.	Within the <b>Home Page</b> functional area, click on the <b>Supplier Portal</b> icon.  <b>Note:</b> You can access the functional files by clicking the Navigator icon in the upper left-hand corner of the page or clicking the homepage's functional area.	

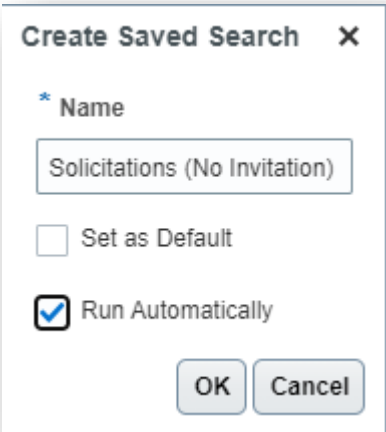

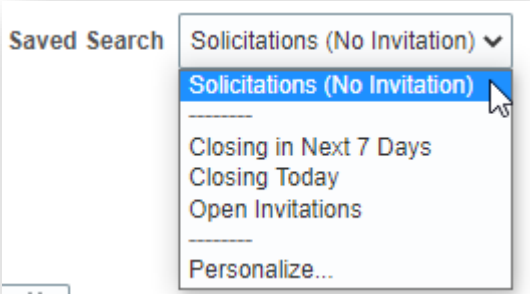


Step	Step Description	Navigation Hint
3.	From the <b>Tasks</b> menu click on the <b>View Active Solicitations</b> link.	
4.	<p>The <b>Active Solicitations</b> page is now visible.</p> <p>The default view shows active solicitations for which your company has:</p> <ul style="list-style-type: none"><li>• <b>Received an invitation, and</b></li><li>• <b>Not submitted a response</b></li></ul>	
5.	Notice any search results.	

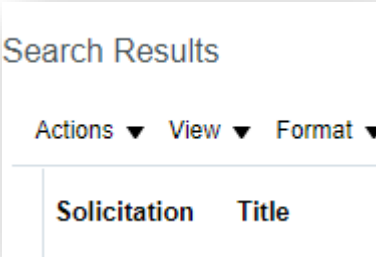
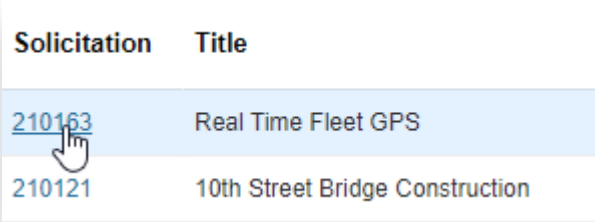
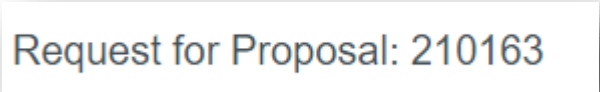
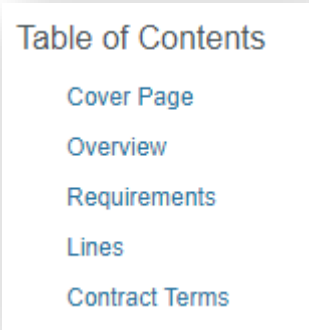


Step	Step Description	Navigation Hint
6.	<p>Search for other Solicitations by updating the search criteria such as:</p> <ul style="list-style-type: none"><li>• <b>Solicitation number**</b></li><li>• <b>Title**</b></li><li>• <b>Close by Date**</b></li><li>• <b>Invitation Received**</b></li><li>• <b>Response Submitted</b></li><li>• <b>Open Since Date</b></li></ul> <p>** at least one field must be populated</p>	
7.	<p>A common search is:</p> <ul style="list-style-type: none"><li>• <b>Invitation not received, and</b></li><li>• <b>Response not Submitted</b></li></ul>	
8.	<p>Save this search by clicking <b>Save...</b> button.</p>	

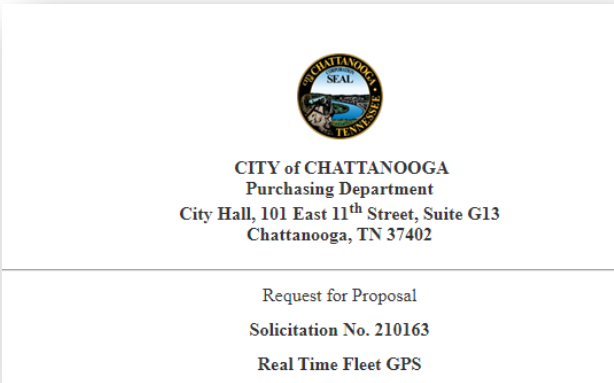
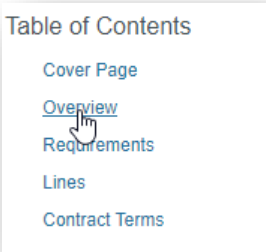


Step	Step Description	Navigation Hint
9.	<p>Enter a name for the search.</p> <p>Check the <b>Run Automatically</b> checkbox.</p> <p>Click <b>OK</b>.</p>	
10.	<p>The <b>Saved Search</b> and its Search Results are now visible.</p> <p>Review details such as:</p> <ul style="list-style-type: none"><li>• <b>Solicitation number</b></li><li>• <b>Title</b></li><li>• <b>Solicitation Type</b></li><li>• <b>Buyer Name</b></li><li>• <b>Time Remaining</b></li><li>• <b>Close Date</b></li><li>• <b>Your responses</b></li><li>• <b>Unread Messages</b></li></ul>	
11.	<p>To run the search in the future, select the search name from the <b>Saved Search</b> field.</p>	



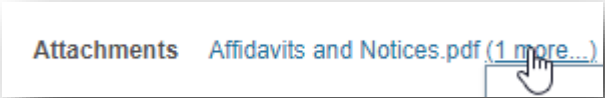
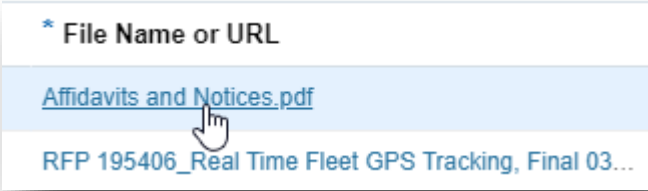
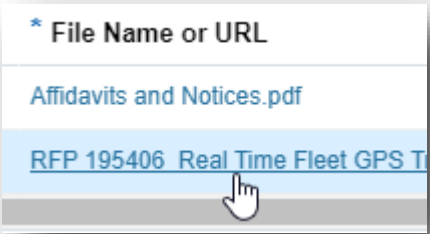
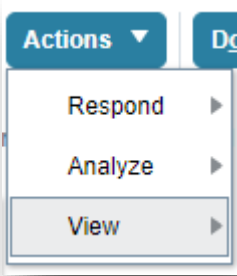
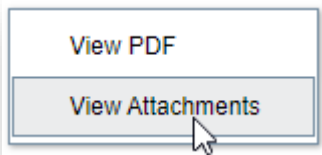
Step	Step Description	Navigation Hint
12.	<p>View the <b>Search Results</b>. Notice the:</p> <ul style="list-style-type: none"><li>• Title</li><li>• Solicitation Type</li><li>• Time Remaining</li><li>• Close Date</li><li>• Other information</li></ul>	
13.	<p>Click the <b>Solicitation number</b> link in the search results section to view the solicitation in its entirety.</p>	
14.	<p>The <b>Solicitation</b> page is now visible.</p>	
15.	<p>The <b>Table of Contents</b> is on the left side of the page.</p> <p>Review the solicitation by using the links in the <b>Table of Contents</b>.</p> <p>The links may vary depending on if the solicitation is a Request for Quotation, Invitation for Bid, Request for Proposal or Request for Qualifications.</p> <p>Construction bids will not follow this format.</p>	



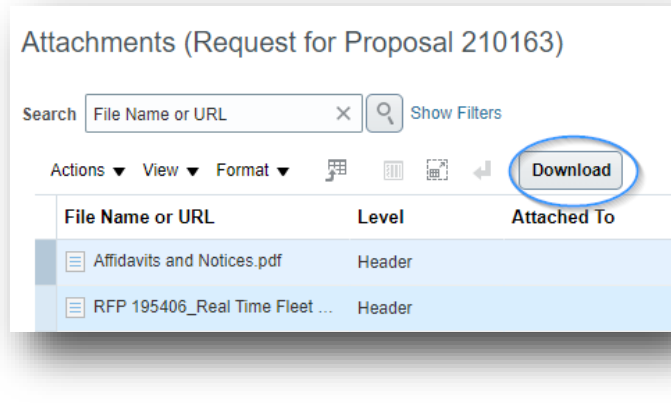
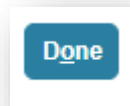
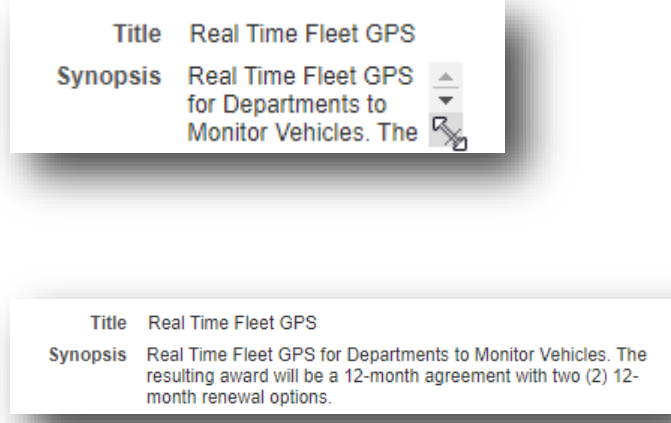
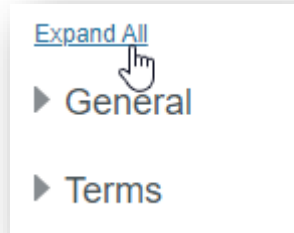
Step	Step Description	Navigation Hint
16.	Review the <b>Cover Page</b> thoroughly.	 A mockup of the cover page for a Request for Proposal. It features the City of Chattanooga Seal at the top, followed by the text: "CITY of CHATTANOOGA", "Purchasing Department", "City Hall, 101 East 11 <sup>th</sup> Street, Suite G13", "Chattanooga, TN 37402". Below a horizontal line, it reads: "Request for Proposal", "Solicitation No. 210163", and "Real Time Fleet GPS".
17.	Click the <b>Overview</b> link.	 A "Table of Contents" menu with a list of links: "Cover Page", "Overview", "Requirements", "Lines", and "Contract Terms". A mouse cursor is pointing at the "Overview" link.





Step	Step Description	Navigation Hint
18.	<p>Click the <b>Attachments</b> link to view attached documents.</p> <p>Click the Attachment file name links to download and review.</p>	  
19.	<p>Alternatively, click the <b>Actions</b> drop-down button.</p> <p>Select <b>View</b>.</p> <p>Select <b>View Attachments</b>.</p>	 

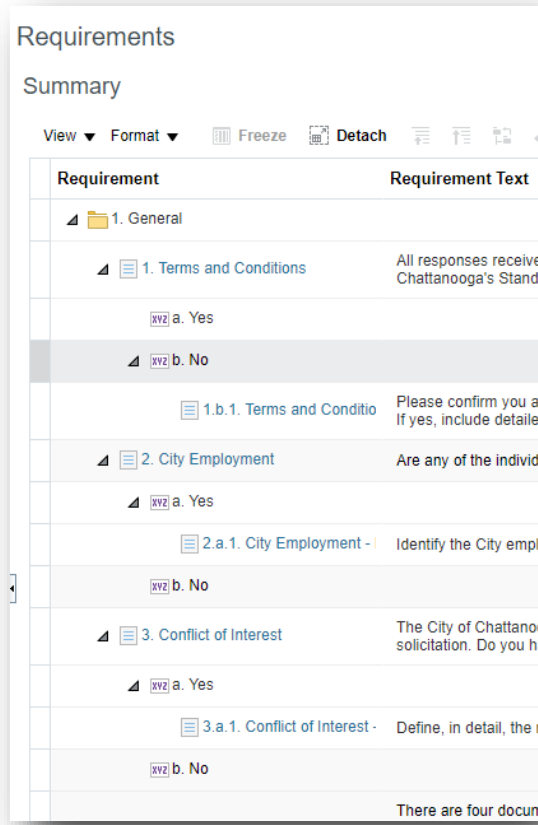
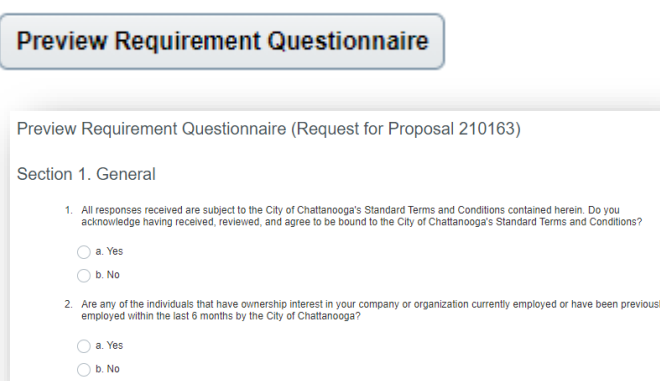
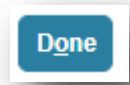


Step	Step Description	Navigation Hint									
20.	<p>The Attachments page is now visible.</p> <p>Click the attachment row to highlight it in blue or Ctrl + click to highlight more than 1 row.</p> <p>Click the <b>Download</b> button.</p>	 <p>Attachments (Request for Proposal 210163)</p> <p>Search <input type="text" value="File Name or URL"/> <input type="button" value="Show Filters"/></p> <p>Actions View Format     </p> <table><thead><tr><th>File Name or URL</th><th>Level</th><th>Attached To</th></tr></thead><tbody><tr><td> Affidavits and Notices.pdf</td><td>Header</td><td></td></tr><tr><td> RFP 195406_Real Time Fleet ...</td><td>Header</td><td></td></tr></tbody></table>	File Name or URL	Level	Attached To	Affidavits and Notices.pdf	Header		RFP 195406_Real Time Fleet ...	Header	
File Name or URL	Level	Attached To									
Affidavits and Notices.pdf	Header										
RFP 195406_Real Time Fleet ...	Header										
21.	<p>Click <b>Done</b>.</p> <p>Review the downloaded document(s).</p>										
22.	<p>Expand the <b>Synopsis</b> field to view all the information.</p>	 <p><b>Title</b> Real Time Fleet GPS</p> <p><b>Synopsis</b> Real Time Fleet GPS for Departments to Monitor Vehicles. The</p> <p><b>Title</b> Real Time Fleet GPS</p> <p><b>Synopsis</b> Real Time Fleet GPS for Departments to Monitor Vehicles. The resulting award will be a 12-month agreement with two (2) 12-month renewal options.</p>									
23.	<p>Click <b>Expand All</b> link.</p>	 <p><a href="#">Expand All</a></p> <p>► General</p> <p>► Terms</p>									

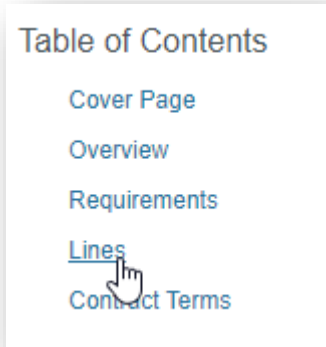
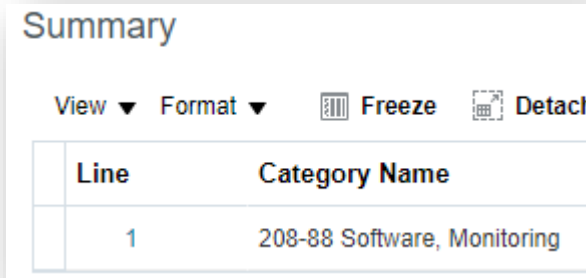
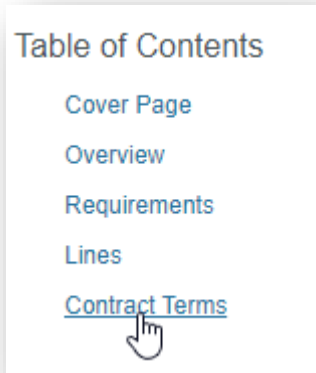


Step	Step Description	Navigation Hint
24.	In the <b>General</b> section review: <ul style="list-style-type: none"><li>• <b>Schedule</b></li><li>• <b>Solicitation Controls</b></li><li>• <b>Lines</b></li><li>• <b>Response Rules</b></li></ul>	
25.	In the <b>Terms</b> section review: <ul style="list-style-type: none"><li>• Business Terms<ul style="list-style-type: none"><li>○ Payment Terms</li><li>○ Freight Terms</li><li>○ FOB</li></ul></li><li>• Currency</li></ul>	
26.	Click the <b>Requirements</b> link	<div>Table of Contents<ul style="list-style-type: none"><li>Cover Page</li><li>Overview</li><li><u>Requirements</u></li><li>Lines</li><li>Contract Terms</li></ul></div>

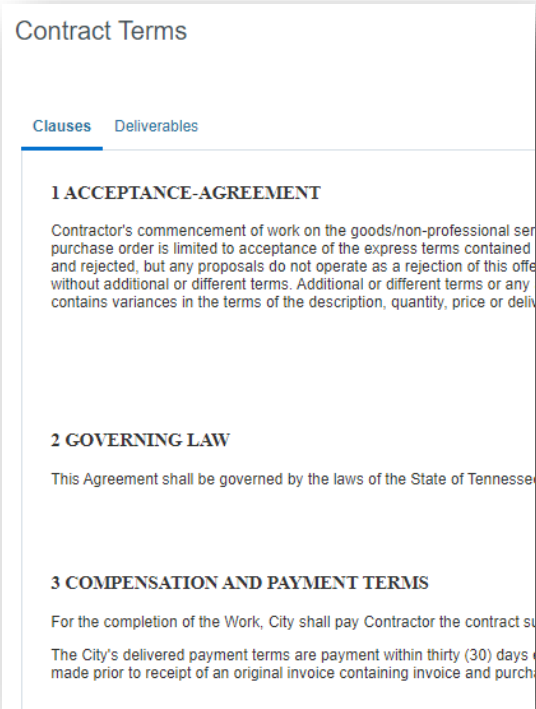

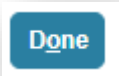


Step	Step Description	Navigation Hint
27.	Review the <b>Requirements</b> questions in the <b>Summary</b> section.	
28.	Alternatively, you may click the <b>Preview Requirement Questionnaire</b> button to view the questions in a different format.	
29.	Click <b>Done</b> .	



Step	Step Description	Navigation Hint
30.	<p>Click the <b>Lines</b> link in the Table of Contents.</p> <p>Lines are not applicable for Requests for Quotations.</p>	
31.	<p>Review the <b>Lines</b> Summary.</p>	
32.	<p>Click the <b>Contract Terms</b> link.</p>	



Step	Step Description	Navigation Hint
33.	Review the <b>Contract Terms</b> .	
34.	Click the <b>Download Contract</b> button to review the Contract Terms in greater detail.  Open the document after it has downloaded to review.	
35.	Determine if you would like to create a response or not.	
36.	To not create a response, click <b>Done</b> .	



Step	Step Description	Navigation Hint
37.	To create a response, proceed to <a href="#">Create Solicitation Response</a> topic.	


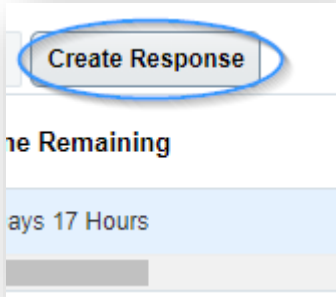
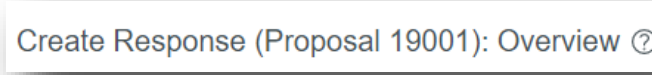


## Create Solicitation Response

**Role:** Supplier Bidder

**Objective:** By completing this topic, you will learn how to create a solicitation response for Requests for Quotation, Invitations for Bid, Requests for Proposal and Requests for Qualifications.

**Navigation Path:** Home Page > Supplier Portal

Step	Step Description	Navigation Hint
1.	<b>Option 1</b> If you are already viewing the solicitation, click the Create Response button at the top-right corner. Proceed to step 3.	
2.	<b>Option 2</b> Follow steps 1-12 in the <a href="#">View Solicitation</a> topic. In the Search Results section, highlight the row of the solicitation for which you would like to create a response. Click the <b>Create Response</b> button.	
3.	The <b>Create Response: Overview</b> page is now visible.	





Step	Step Description	Navigation Hint
------	------------------	-----------------

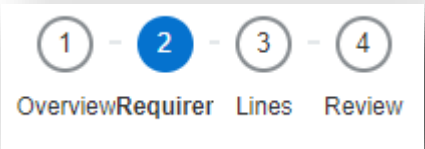
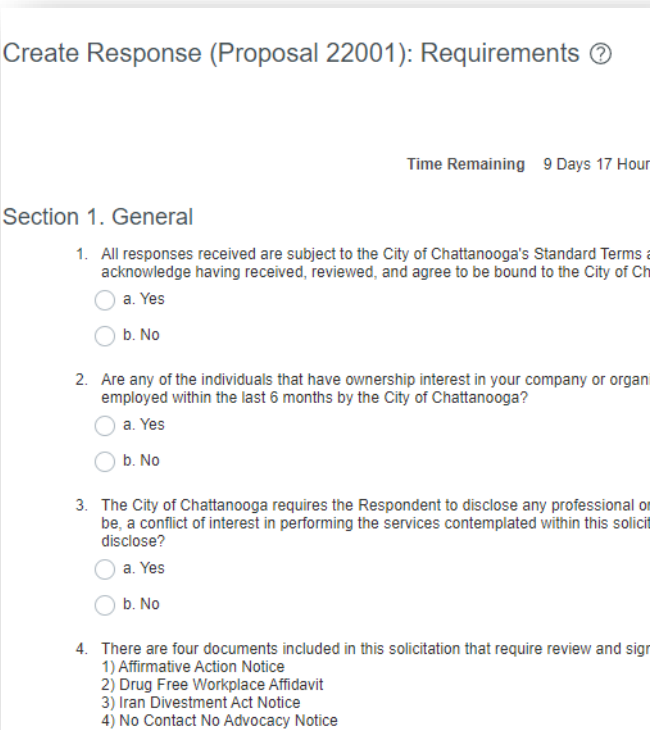
## Overview

4.	Notice the <b>Overview</b> "train stop" at the top of the page.	
5.	Enter a <b>Response Valid Until</b> date & time, if applicable.  Unless specified otherwise, all formal bids shall be binding for 45 days following the solicitation opening date.	
6.	Enter a <b>Reference Number</b> , if applicable.	
7.	Enter <b>Note to Buyer</b> , if applicable.	
8.	Click the + icon to include any and all attachments.  The City requires specific attachments. Carefully review the solicitation, specification document, requirements for instructions.	



Step	Step Description	Navigation Hint
------	------------------	-----------------


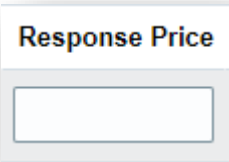
## Requirements

9.	Click the <b>Requirements</b> train stop button.	
10.	The <b>Create Response: Requirements</b> are now visible. Respond to all requirements.	

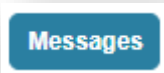
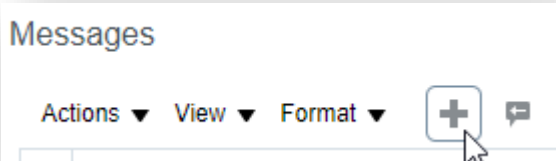


Step	Step Description	Navigation Hint
------	------------------	-----------------

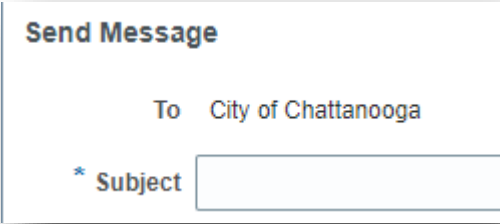
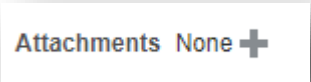
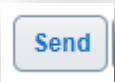
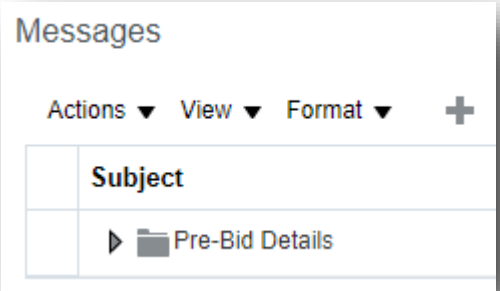
## Lines

11.	Click the <b>Lines</b> train stop button. Lines are not applicable for Requests for Qualifications.	
12.	Enter responses, as necessary.	

## Send Message to Buyer

13.	Click the <b>Messages</b> button to ask the Buyer a question.	
14.	The <b>Online Message</b> page is now visible. Click the + icon to create a message.	

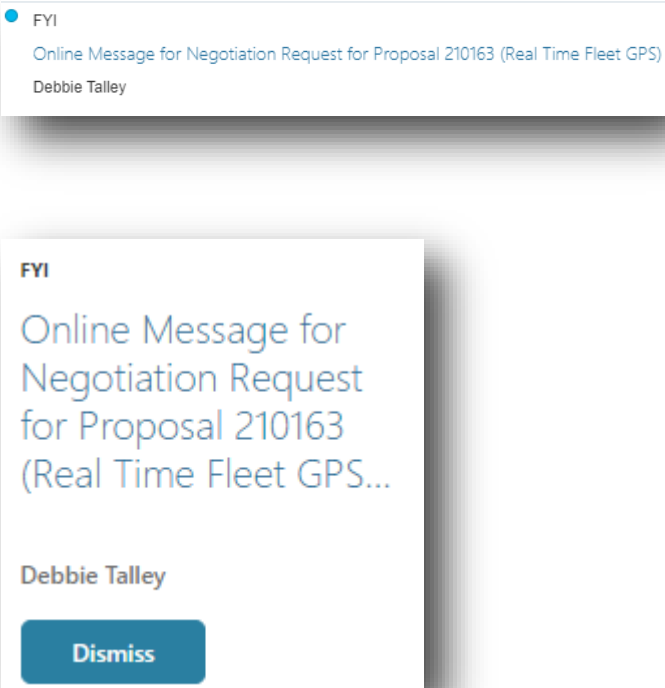
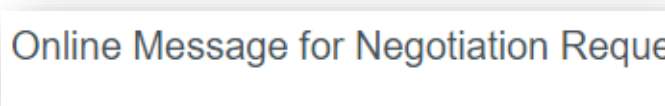
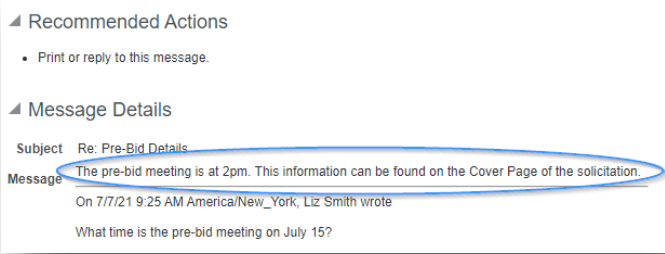


Step	Step Description	Navigation Hint
15.	In <b>Subject</b> field enter information.	
16.	Enter <b>Attachments</b> , if applicable	
17.	Click <b>Send</b> button.	
18.	The message is now visible in the Messages section.	

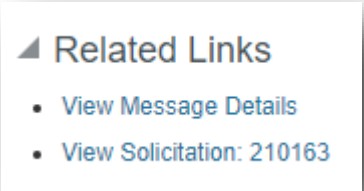
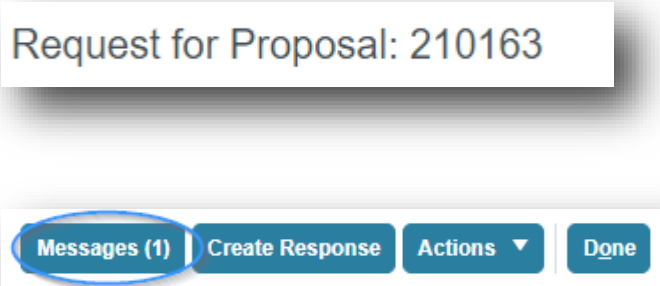
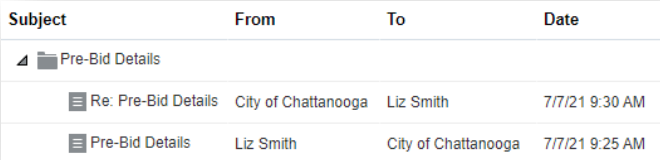


Step	Step Description	Navigation Hint
------	------------------	-----------------

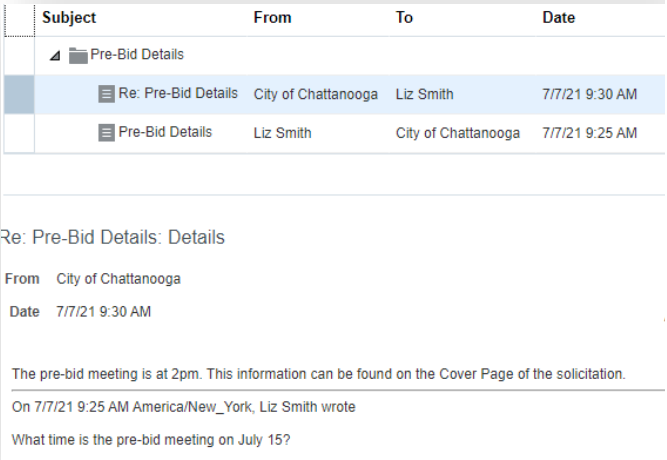
## Read Message from Buyer

19.	<p><b>Option 1</b></p> <p>You will receive a <b>bell notification</b> and <b>Things to Finish</b> notification.</p>	
20.	<p>Click the notification link.</p> <p>The <b>Online Message</b> window is now visible.</p>	
21.	<p>In the Message Details section, the Buyer response is visible.</p>	

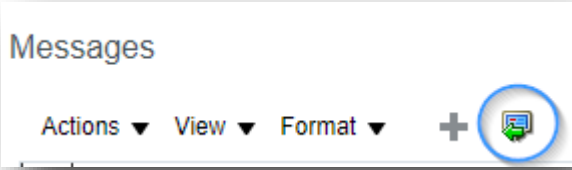
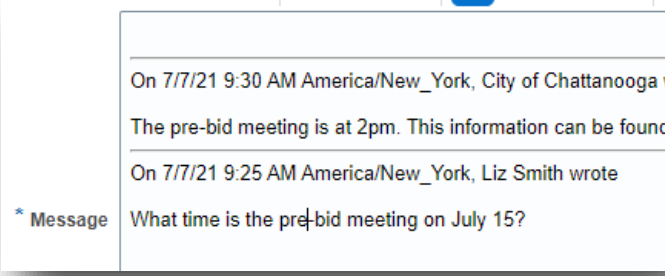


Step	Step Description	Navigation Hint
22.	<p>In the Related Links section, you can</p> <p>Click the link to <b>View Message Details</b>.</p> <p>Proceed to step 24.</p>	
23.	<p><b>Option 2</b></p> <p>When viewing the solicitation, the messages button will show the number of unread messages.</p> <p>Click the <b>Message</b> button.</p>	
24.	<p>The <b>Online Messages</b> page is now visible.</p> <p>Review the Messages section.</p>	

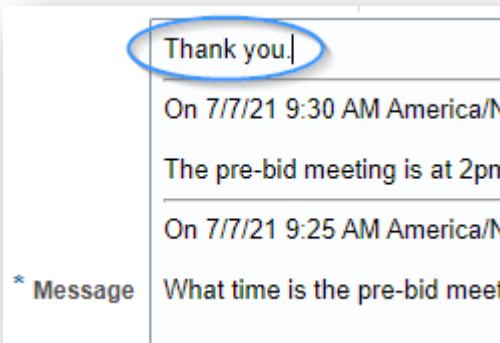
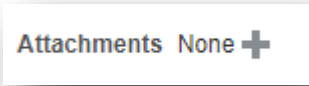
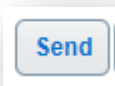
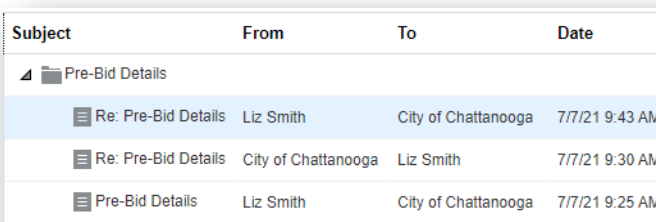



Step	Step Description	Navigation Hint
25.	Click on the message to view it. The message details are now visible.	 <p>The screenshot shows an email client interface. At the top, there's a table with columns: Subject, From, To, and Date. Below this, a folder icon and 'Pre-Bid Details' are shown. A list of messages follows, with one selected: 'Re: Pre-Bid Details' from 'City of Chattanooga' to 'Liz Smith' on '7/7/21 9:30 AM'. Below the list, the details of the selected message are shown: 'Re: Pre-Bid Details: Details', 'From: City of Chattanooga', 'Date: 7/7/21 9:30 AM'. The body of the message reads: 'The pre-bid meeting is at 2pm. This information can be found on the Cover Page of the solicitation. On 7/7/21 9:25 AM America/New_York, Liz Smith wrote What time is the pre-bid meeting on July 15?'</p>

## Reply to Message


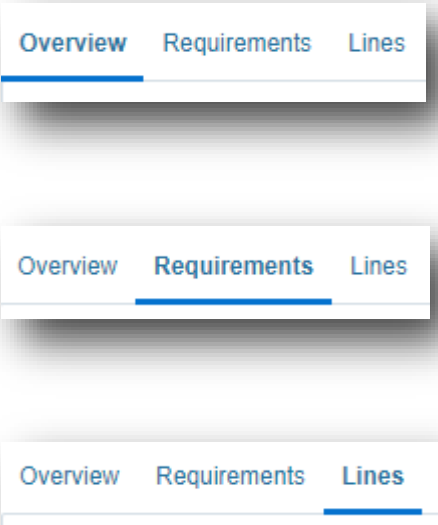

26.	To reply to the message, click the Reply icon.	 <p>The screenshot shows a 'Messages' toolbar. It includes buttons for 'Actions', 'View', and 'Format', each with a dropdown arrow. To the right of these is a plus sign and a circular icon containing a computer monitor with a green arrow pointing to it, which is the Reply icon.</p>
27.	The <b>Reply to Message</b> window is visible.	 <p>The screenshot shows a 'Reply to Message' window. It contains a list of messages to reply to. The first message is 'On 7/7/21 9:30 AM America/New_York, City of Chattanooga' followed by 'The pre-bid meeting is at 2pm. This information can be found on the Cover Page of the solicitation.' The second message is 'On 7/7/21 9:25 AM America/New_York, Liz Smith wrote' followed by 'What time is the pre-bid meeting on July 15?'. The window has a title bar and a close button.</p>



Step	Step Description	Navigation Hint
28.	Enter your reply at the top of the Message field.	
29.	Enter <b>Attachments</b> , if applicable	
30.	Click <b>Send</b> button.	
31.	The message is now visible in the Messages section.	
32.	Click on the <b>Review</b> train stop.	



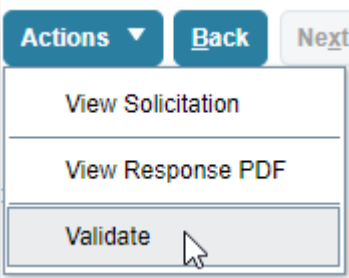
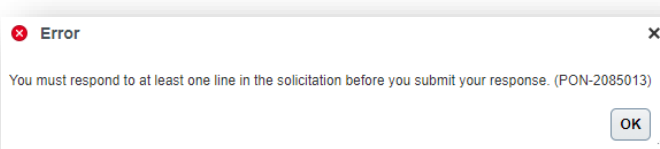




Step	Step Description	Navigation Hint
33.	<p>The <b>Review Response</b> page is now visible.</p> <p><u>This is your final opportunity to review your response to the solicitation before submitting it.</u></p>	
34.	<p>Review the information on:</p> <ul style="list-style-type: none"><li>• <b>Overview</b> tab</li><li>• <b>Requirements</b> tab</li><li>• <b>Lines</b> tab, if applicable</li></ul>	
35.	<p>To edit the response, click the associated train stop.</p> <p>Alternatively, you may click the <b>Back</b> button to return to the desired train stop.</p> <p>Edit as necessary as indicated in steps 4-31.</p>	

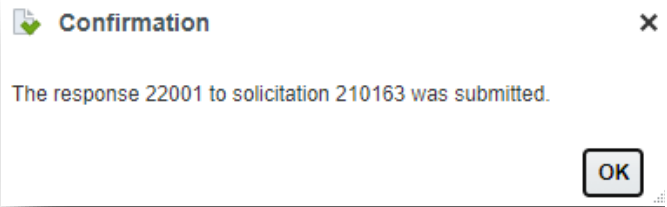

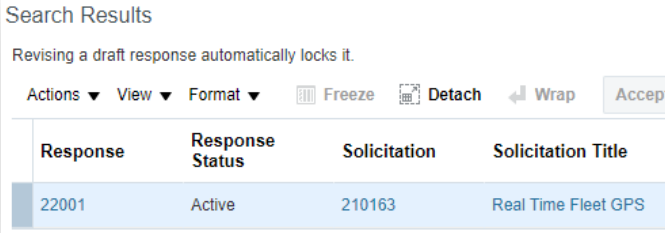
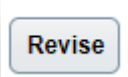


Step	Step Description	Navigation Hint
------	------------------	-----------------

## Validate

36.	Click the <b>Actions</b> drop-down arrow. Select <b>Validate</b> to check if all required information has been completed.	
37.	Any errors must be resolved before submitting. Click <b>OK</b> .	
38.	If no errors, click <b>OK</b> to confirm such.	
39.	Click the <b>Submit</b> button to submit the response.	



Step	Step Description	Navigation Hint
40.	Confirmation window appears to confirm response was submitted. Click <b>OK</b> .	
41.	The <b>Manage Response</b> page is now visible.	
42.	Notice your response is now listed in the search results section.	
43.	To revise your response, select the desired response to revise and click the <b>Revise</b> button. Repeat steps 4-42 as necessary.	

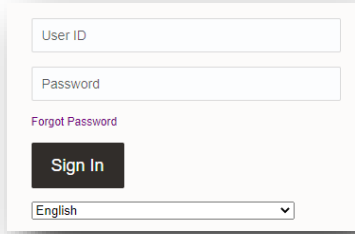
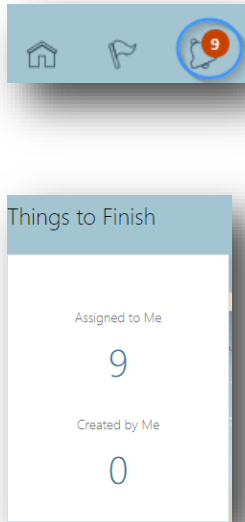


## Acknowledge Amendments

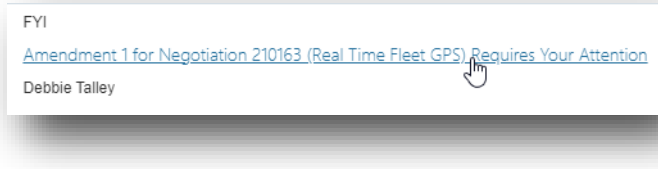

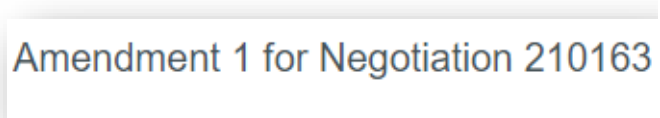

**Role:** Supplier Bidder

**Objective:** By completing this topic, you will learn how to acknowledge amendments for Requests for Quotation, Invitations for Bid, Requests for Proposal and Requests for Qualifications.

**Navigation Path:** Home Page > Supplier Portal

Step	Step Description	Navigation Hint
1.	If you have been invited to respond to or responded to a solicitation you may receive amendment notifications.	
2.	Log into Supplier Portal.	
3.	The notifications will be visible in your <b>Bell notifications</b> and your <b>Things to Finish</b> section.	

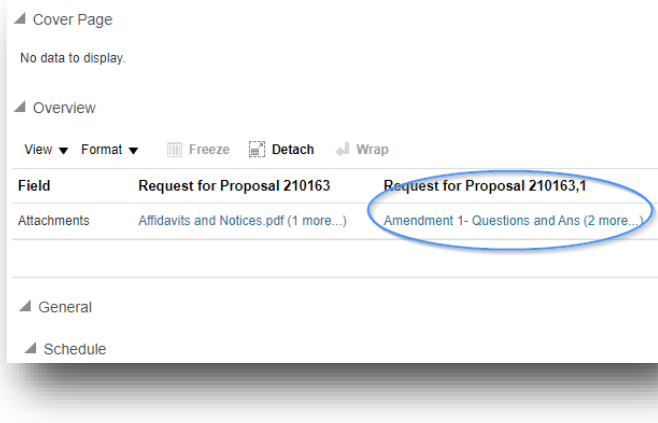
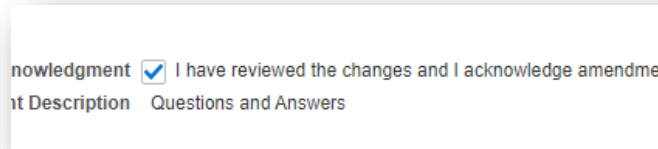
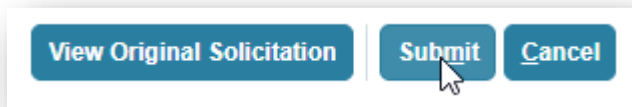
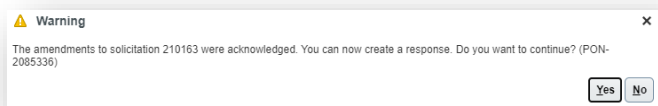


Step	Step Description	Navigation Hint
4.	Click the notification message link.	 
5.	The <b>Amendment</b> window is now visible. Review the details.	
6.	When an amendment is issued the original solicitation will be given a suffix with a comma and the number of the amendment. For example: Amendment 1 = 210163, 1 Amendment 2 = 210163, 2	


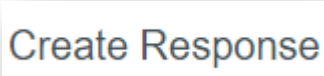
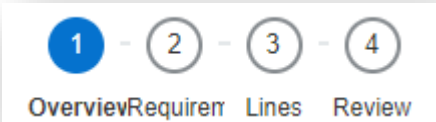




Step	Step Description	Navigation Hint
7.	Notice the <b>Recommended Actions</b> . <ul style="list-style-type: none"><li>Suppliers that have previously submitted a response will need to acknowledge the amendment, edit their response if necessary and resubmit the response.</li><li>Suppliers that have not submitted a response will need to acknowledge the amendment prior to submitted a response.</li></ul>	
8.	Notice the <b>Amendment Details</b> .	
9.	To view the Amendment click the <b>Acknowledge Amendments</b> link.	
10.	The <b>Acknowledge Amendments</b> page is now visible.	



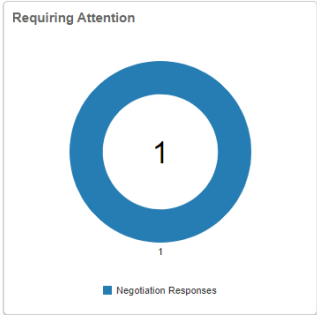
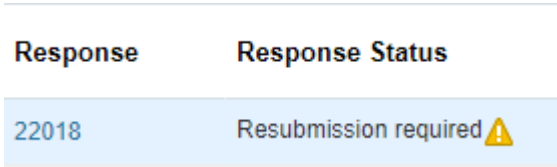
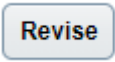

Step	Step Description	Navigation Hint
11.	Review the <b>Amendment: Details</b> section.	
12.	Review the information provided on this page regarding the amendment. Click links to view and/or download.	
13.	To Acknowledge the amendment, click the check box in the <b>Amendment: Details</b> section.	
14.	Click the <b>Submit</b> button.	
15.	A warning message will be visible. "The amendments to solicitation xxxx were acknowledged. You can now create a response. Do you want to continue?"	






Step	Step Description	Navigation Hint
16.	<p>Click <b>Yes</b> to:</p> <ul style="list-style-type: none"><li>Create a <u>new</u> response.</li></ul> <p>Proceed to next step.</p> <p>Click <b>No</b> if you have previously submitted a response. Skip to step 20.</p>	
17.	<p>If you click Yes to create a new response the <b>Create Response</b> page is now visible.</p>	
18.	<p>Recreate your response. Reference <a href="#">Create Solicitation Response</a> topic, if necessary.</p>	
19.	<p>When complete click <b>Submit</b> button.</p>	
20.	<p>The <b>Confirmation</b> window will be visible.</p> <p>Click <b>OK</b>.</p>	





Step	Step Description	Navigation Hint
21.	<p>The <b>Active Solicitations</b> page is now visible.</p> <p>Click <b>Done</b>.</p> <p>The <b>Supplier Portal</b> dashboard is now visible.</p>	
22.	<p>View the <b>Requiring Attention</b> infolet.</p> <p>Click the circle to view the Negotiation (Solicitation) Responses items requiring attention.</p>	
23.	<p>The <b>Manage Responses</b> page is now visible.</p> <p>Notice your response for the solicitation that the amendment was acknowledged has a response status of <b>Resubmission required</b>.</p> <p>This allows you the opportunity to revise your response based on the amendment that was issued.</p>	
24.	<p>Click the row of the response.</p> <p>Click the <b>Revise</b> button.</p>	
25.	<p>The <b>Create Response: Overview</b> page is now visible.</p>	<p>Create Response (Proposal 22021): Overview</p>
26.	<p>Review each train stop. Make changes as necessary.</p>	



Step	Step Description	Navigation Hint
27.	When complete, click <b>Submit</b> .	
28.	A confirmation window will be visible. Click <b>OK</b> .	 <b>Confirmation</b>
29.	Click <b>Done</b> to return to the Supplier Portal page.	

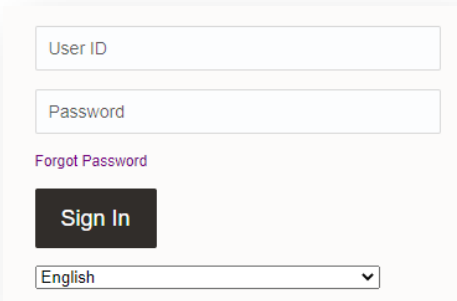
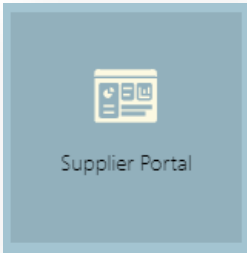


## View Response History

**Role:** Supplier Bidder

**Objective:** By completing this topic, you will learn how to view your solicitation response history.

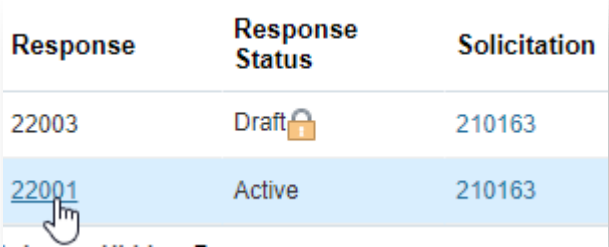
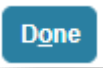
**Navigation Path:** Home Page > Supplier Portal

Step	Step Description	Navigation Hint
1.	Log into Supplier Portal.	
2.	<p>Within the <b>Home Page</b> functional area, click on the <b>Supplier Portal</b> icon.</p> <p><b>Note:</b> You can access the functional tiles by clicking the Navigator icon in the upper left-hand corner of the page or clicking the homepage's functional area.</p>	



Step	Step Description	Navigation Hint												
3.	Click the <b>Tasks</b> icon, then click the <b>Manage Responses</b> link.	<div><b>Solicitations</b><ul style="list-style-type: none"><li>• <a href="#">View Active Solicitations</a></li><li>• <a href="#">Manage Responses</a></li></ul></div>												
4.	Enter at least one of the required search criteria: <ul style="list-style-type: none"><li>• Solicitation Title</li><li>• Solicitation</li><li>• Response</li><li>• Response Status</li></ul> Then click the <b>Search</b> button.	<div><div><b>** Solicitation Title</b> <input type="text"/></div><div><b>** Solicitation</b> <input type="text"/></div><div><b>** Response</b> <input type="text"/></div><div><b>* Response Status</b> <div>Active or draft</div></div><div><b>Line Description</b> <input type="text"/></div></div>												
5.	View <b>Search Results</b> .	<div><b>Search Results</b><p>Revising a draft response automatically locks it.</p><div>Actions ▾ View ▾ Format ▾  Freeze  Detach  Wrap <div>Accept Te</div></div><table><tr><th>Response</th><th>Response Status</th><th>Solicitation</th><th>Solicitation Title</th></tr><tr><td>22003</td><td>Draft </td><td>210163</td><td>Real Time Fleet GPS</td></tr><tr><td>22001</td><td>Active</td><td>210163</td><td>Real Time Fleet GPS</td></tr></table></div>	Response	Response Status	Solicitation	Solicitation Title	22003	Draft	210163	Real Time Fleet GPS	22001	Active	210163	Real Time Fleet GPS
Response	Response Status	Solicitation	Solicitation Title											
22003	Draft	210163	Real Time Fleet GPS											
22001	Active	210163	Real Time Fleet GPS											



Step	Step Description	Navigation Hint									
6.	Click the <b>Response</b> number link to view response.	 <table><thead><tr><th>Response</th><th>Response Status</th><th>Solicitation</th></tr></thead><tbody><tr><td>22003</td><td>Draft </td><td>210163</td></tr><tr><td><u>22001</u></td><td>Active</td><td>210163</td></tr></tbody></table>	Response	Response Status	Solicitation	22003	Draft	210163	<u>22001</u>	Active	210163
Response	Response Status	Solicitation									
22003	Draft	210163									
<u>22001</u>	Active	210163									
7.	Review, as necessary. Click <b>Done</b> .										

## Supplier Portal Support

We are available to assist you! Contact [suppliersupport@chattanooga.gov](mailto:suppliersupport@chattanooga.gov) or (423) 643-7230.